

your rights and responsibilities

It's important that you know what to expect from headspace and what your responsibilities are while you're receiving support. We're committed to respecting your rights, and we want to work together with you to make sure that you receive the support you need to achieve your goals.

your rights:

- Be treated with respect, dignity and consideration.
- Be treated by experienced and skilled health workers; and to know their name and qualifications.
- Be informed about the various services available, how they operate and any rules or regulations related to your use of them.
- Have someone speak on your behalf if you choose.
- Ask for or be given clear explanation about your emotional problems or mental health problems and plans for care and treatment.
- Be involved in the decision-making about your care, treatment and discharge planning.
- Ask for a second opinion, subject to available resources.
- Access services that support you to live, work and participate in the community to the full extent of your capabilities.
- Request the assistance of trained interpreters.
- Privacy and Confidentiality of your personal health information.
- Ask for access to your own headspace medical record. A health worker will help you request this access.
- Expect that only those actually involved in your treatment have access to your personal information. This may include your GP or other service providers with your consent.
- Have your family / carer / friend involved in your care. You are encouraged to nominate the person you would like to be your 'primary support person', or exclude any person who you don't want to receive information about your care and treatment; the limits of this will be discussed with you.
- Timely and high quality treatment; appropriate to your needs, age, gender, religion, language and cultural background.

your responsibilities:

- To act in a respectful manner towards staff of, and clients who access support from headspace.
- To respect the right of the health care worker to conduct an interview with you or your family / carer / friend in a non-threatening manner.
- Being considerate of the property of other people and of headspace property.
- If you choose to provide information about your past or present treatment, ensuring the information you provide is accurate, to the best of your ability and knowledge.
- To actively seek health care information and asking someone if you have not understood anything you have been told.
- Participating as far as possible in reasonable treatment options.
- Notifying the worker if you are not able to keep an appointment.
- Not to engage with an appointment under the influence of alcohol or other substances.
- To acknowledge responsibility for the impact of your decisions to accept or reject advice.
- To ensure you are in a safe and private location when attending an appointment over the phone or via video conferencing.
- To minimise possible distractions during your appointment.
- To ensure you have sufficient data available and reliable internet connection for online appointments, or make yourself available via telephone.